# Welcome to Utah Job Match



This website works best with Internet Explorer.  If you need to download Internet Explorer, you can do so here.  If you are having problems logging in to our website, you can troubleshoot and fix the problem by clicking on the specific problem you are having and following the instructions given:

I can't remember my Login ID or my password

I get an error message that tells me "Invalid Username or Password

When I enter my Login ID and password and click "Login," it just blanks out the information I entered and puts me back at the login screen

When I try to create an account and enter the information requested, it just blanks out the information I entered and puts me back at the same screen

Another problem not listed: call us at (801) 538-3025

# Retrieving Login ID and Resetting Password

If you can't remember your Login ID or password, go to the State Jobs website and click on the link that says "I forgot my Login ID or Password." From there, you will be directed to give information that will allow you to retrieve your Login ID and reset your password.



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# Invalid Username or Password

If you get an error message that says "Invalid Username or Password," go to the State Jobs website and click on the link that says "I forgot my Login ID or Password." From there, you will be directed to give information that will allow you to retrieve your Login ID and reset your password so that the Username and Password match up again.



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## Blank Screen at Login

If you enter your Login ID and password only to have the information blanked out when you click "Login," follow these steps as shown in the diagrams:

- From Internet Explorer, go to "Tools" in the menu bar, and then select "Internet Options"
- From the "General" tab under the "Home Page" section, click on the button that says "Use Blank"
- Also, click on the "Delete Cookies" and "Delete Files" buttons from the same tab
- Click on the "Privacy" tab
- Drag the settings indicator down to the bottom so that it says "Accept All Cookies."
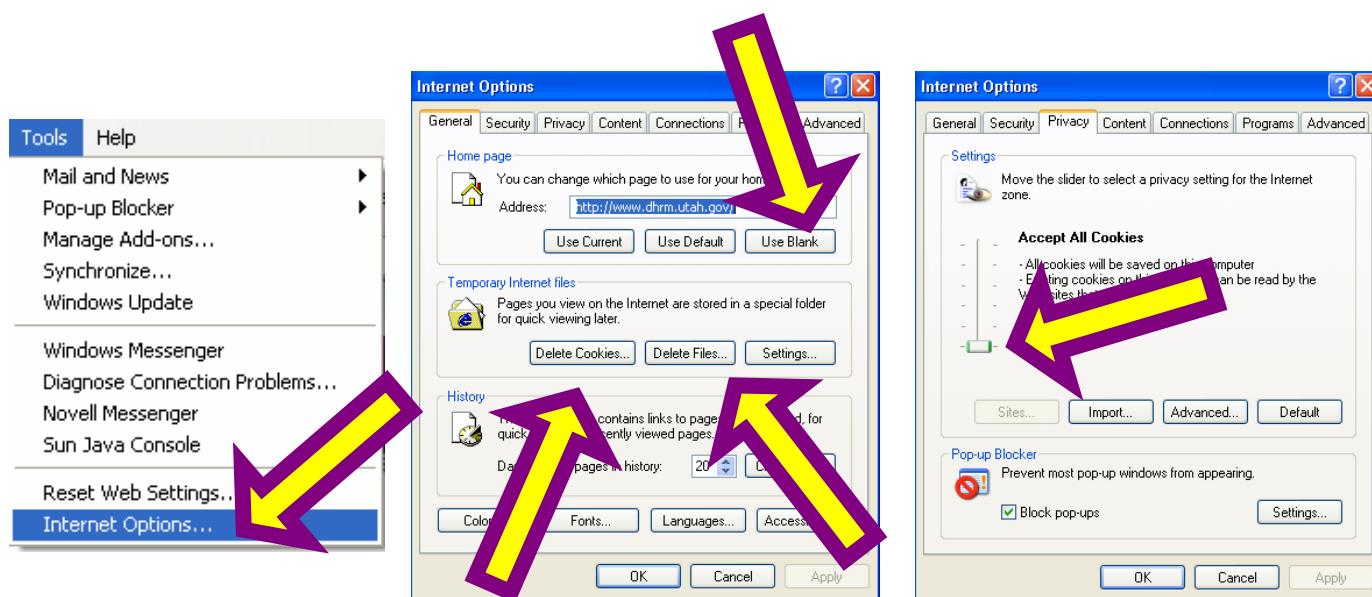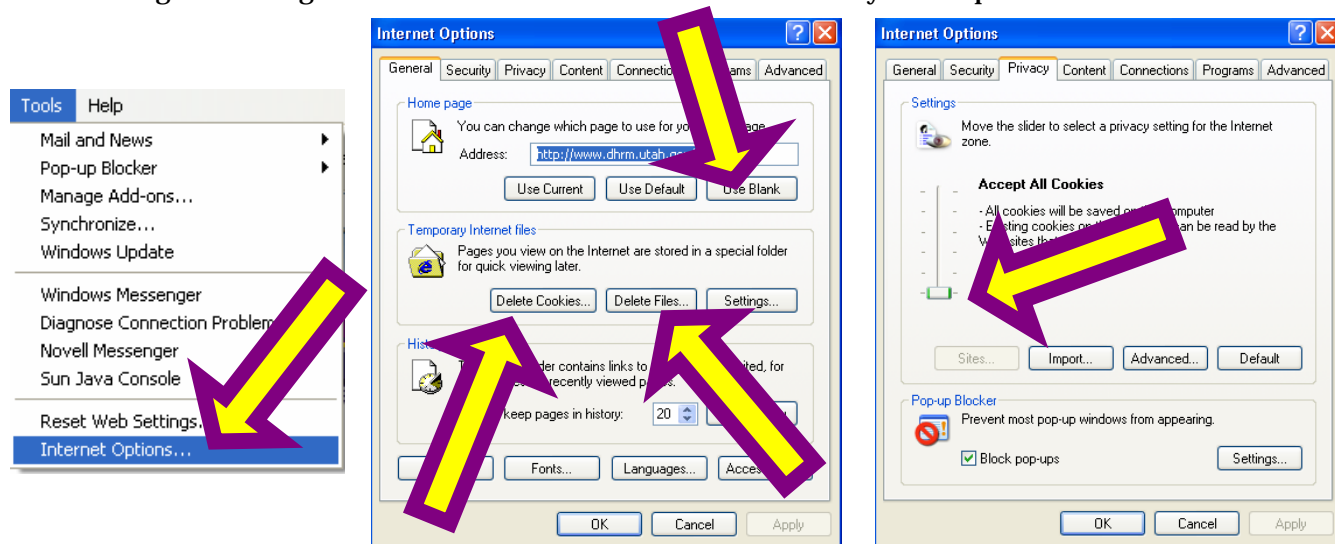


- Click "Apply" and "OK"
- Close out of ALL Internet browser windows that are open (the problem will not be fixed until all browser windows are closed)
- Launch a new browser window, go to https://statejobs.utah.gov/login.jsp and log in to your account
- If you are still having problems, call the Department of Human Resource Management at 801-538-3025

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# Blank Screen at Create Account

If you try to create an account only to have the information you give blanked out and you are returned to the same page, follow these steps:

- From Internet Explorer, go to "Tools" in the menu bar, and then select "Internet Options"
- From the "General" tab under the "Home Page" section, click on the button that says "Use Blank"
- Also, click on the "Delete Cookies" and "Delete Files" buttons from the same tab
- Click on the "Privacy" tab
- Drag the settings indicator down to the bottom so that it says "Accept All Cookies."



- Click "Apply" and "OK"
- Close out of ALL Internet browser windows that are open (the problem will not be fixed until all browser windows are closed)
- Launch a new browser window, go to https://statejobs.utah.gov/createAccount.jsp and enter the information requested
- If you are still having problems, call the Department of Human Resource Management at 801-538-3025

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